

# DELL-HW-Utility Release Notes

**Release label:** DELL-HW-Utility (DELL Hardware Utility)  
**Released file:** DELL-HW-Utility.bin

## Purpose

The DELL Hardware Utility (DELL-HW-Utility) addresses DMA upgrades being blocked due to a DELL R630 hardware platform with a new BIOS not being correctly identified.

## Resolved Issues

Key	Description
EN-54771	DMA not identifying the DELL R630 with newer BIOS product name correctly, causing DMA upgrades to be blocked.

## Prerequisites/Configuration Considerations

- Systems may have Polycom DMA v6.1.x, v6.2.x, v6.3.x, 6.4.x or 9.0.x

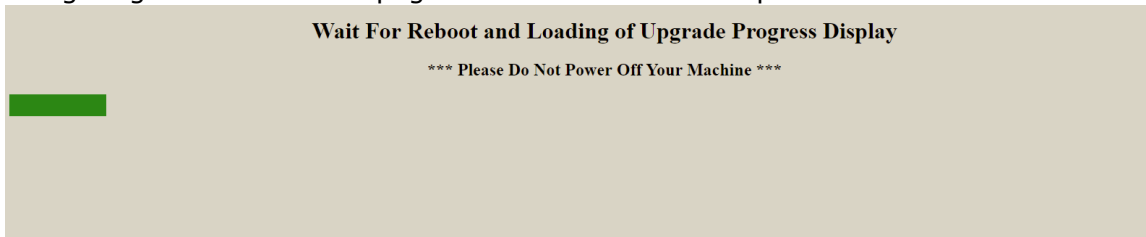
## Usage of DELL-HW-Utility

<i>Current Version</i>	<i>Intermediate Upgrade</i>	<i>Final Upgrade</i>	<i>New License Required?</i>
6.1.x, 6.2.x, 6.3.x	Not Applicable	→ 6.4.1.x	Yes.
6.4.0 6.4.0.1 6.4.1 6.4.1.1 6.4.1.2	Not Applicable	→ 6.4.1.x or 9.0.0.3	No. Yes.
6.4.1.3 6.4.1.4 6.4.1.5 6.4.1.6	→ <a href="#">DELL-HW-Utility.bin</a>	→ 6.4.1.x or 9.0.0.3	No. Yes.
6.4.1.7	→ <a href="#">DELL-HW-Utility.bin</a>	→ 9.0.0.3	Yes.
9.0.0, 9.0.0.1, 9.0.0.2	→ <a href="#">DELL-HW-Utility.bin</a>	→ 9.0.0.3	No.

## Installation Notes

Important note: applying the Dell Hardware Utility to any DMA will not hurt or change its function. However, if you are confident that your system is a virtual DMA, and not a physical server, then you may skip this application.

1. Download the Dell Hardware Utility from the DMA support site. Filename: "[DELL-HW-Utility.bin](#)".
2. On your DMA, navigate to the software upgrade page.
  - a. In 6.x, this will be in Maintenance → Software Upgrade.  
Remember that if you are applying any upgrade to an HA pair that is on 6.x, then you will do this step only on the virtual IP of the DMA.
  - b. In 9.0.x, this will be in Admin → Software Upgrade.  
If you are applying any upgrade to an HA pair that is on 9.0.x, then you will first separate the two DMAs and then apply the upgrade to each physical IP's DMA separately.
3. On the Software Upgrade page, select either "Upload" or "Upload and Upgrade". Upload the DELL-HW-Utility, and click "yes" on the following pop-up.
4. If you selected "Upload" in step 3, then choose "Upgrade" next. Click "yes" on the following pop-up.
5. The application of the hardware utility occurs within the first minute. However, the upgrade screen may exist much longer than this time, you may check manually by navigating back to the GUI page after 10 minutes have passed.



6. Once the GUI login is again visible, login to the system, and follow the upgrade instructions in the DMA Release Notes for the version you desire.